

Position Title

Maintenance Control Manager

Organization

2280 / FACILITIES MANAGEMENT BRANCH

NASA Announcement Number

GS13B0043

Vacancy Type

Case File

OPM Control Number / Status

337007800 / Posted

Salary Range

\$68,809 - \$89,450

<http://www.usajobs.gov/GetJob/ViewDetails/337007800>

Open Dates

02/06/2013 - 02/22/2013

Pay Plan - Series / Grade (Low, Potential)

GS - 0301 / 12, 12

Position Information

Full-Time / Permanent

Duty Location

512564001 - Wallops Island, VA (1)

Who May Be Considered

This announcement is open to all qualified U.S. citizens.

Citizenship Required

True

This announcement combines a merit promotion and a competitive announcement in one advertisement. Applications will be accepted from status and non-status candidates.

Status candidates, including NASA term employees eligible for conversion under the NASA Flexibility Act of 2004, will be considered under merit promotion procedures. Non-status candidates will be considered under competitive procedures.

Job Summary

The Management Operations Directorate, Facilities Management Division, Facilities Management Branch (Code 228) seeks a highly skilled individual to serve as Maintenance Control Manager responsible for providing support in the areas of facilities maintenance and operations, including quality assurance and evaluation of contracts. Responsibilities also include developing budgets, estimates, and project scopes; advocating for restoration projects; and serving as system owner.

Comments

Comments:

Please be sure to review your resume on the Resume Review page once you have transferred to the NASA site. Ensure that the correct copy of the resume you have selected has been transferred from your USAJOBS account. If you fail to validate the information in your resume, you may not be appropriately evaluated for this position. Also, please be sure to review and complete the Supplemental Information questions.

To receive consideration, you must submit a resume and answer NASA-specific questions. The NASA questions appear after you submit your resume and are transferred to the NASA web site. If you successfully apply, USAJOBS will show your application status as 'resume received - complete.' If your status is 'Application Started,' you have not successfully applied. Do not rely on a USAJOBS email to confirm successful application; only an email from NASA confirms a successful application.

If you are an individual with a disability and have questions regarding the Federal special hiring authorities for individuals with disabilities or would like to request a reasonable accommodation for the application or hiring process, please contact the Disability Program Manager by email at gsfc-disability-programs@mail.nasa.gov. Goddard Space Flight Center offers a wide array of reasonable accommodations and programs for individuals with disabilities including onsite sign language interpreters, readers, and is a participating agency with the Computer Electronics Accommodations Program.

(NOTE: For additional information for job seekers with disabilities, please click on the following website, <https://www.opm.gov/disability/PeopleWithDisabilities.asp>)

As identical vacancies are identified, additional selections may be made.

Marketing Summary

NASA, the world's leader in space and aeronautics is always seeking outstanding scientists, engineers, and other talented professionals to carry forward the great discovery process that its mission demands. Creativity. Ambition. Teamwork. A sense of daring. And a probing mind. That's what it takes to join NASA, one of the best places to work in the Federal Government.

Key Requirements

1. A one-year probationary period may be required
2. Occasional travel may be required
3. Position subject to pre-employment background investigation
- 4.
- 5.

Total number of openings

1

Major Duties

As a Maintenance Control Manager, the incumbent develops budget justifications, analyses, and recommendations for use of either a private contractor or Federal employees. Initiates studies, surveys of tenant agencies or other data-gathering efforts to provide timely information which will assist in ensuring an optimum level of service. Personally develops specific evaluation standards and criteria by which each client agency's mission, changing organization, staffing levels and work processes may be evaluated in relation to the overall facility management program. Interprets the results of key indicators used to gauge customer satisfaction, as well as feedback received, validates information with tenants, determines which areas have the most impact upon satisfaction, and prioritizes and takes actions needed to improve customer satisfaction.

Plans and coordinates contract administration activities, and analyzes and assesses contractor effectiveness, for long-term, extensive technical service contracts and/or cost type contracts. Monitors contractor's performance on contract, regulatory, and statutory provisions. Interprets contract provisions for contractors and for officials of the agency, and provides appropriate advice and guidance. Conducts in-depth analyses of contractors' financial and management systems and facilities for ability to perform and for compliance with Government or contractual requirements. Provides contract administration, lease management and quality assurance support on behalf of tenant agencies. In this capacity, oversees force account operations and/or administers various types of contracts and serves as the Contracting Officer's Representative (COR) for projects which exceed his/her direct authority, such as building services, mechanical and term contracts.

Researches and analyzes long-range needs and critical problems for facilities programs and operations, such as analyzing damages created by natural disasters to assess needed repairs, construction, or rehabilitation projects. Analyzes and develops new repair and modification techniques, criteria, and information required for changes in programs, technological developments, and events that cannot be predicted, or have conflicting requirements, such as planning maintenance operations for aeronautical launch sites.

Coordinates work operations among subordinate units and with other organizations, making changes in work organization or the assignment of functions to improve work flow and increase productivity. Coordinates with representatives of other units to address changes and problems that affect outside organizations. Resolves technical work problems not covered by precedents or established policies.

Plans, develops and has responsibility for the operating budget and all related Federal Buildings Fund procedures and activities, including preparation of the annual budget estimates for all building support functions assigned, and the judicious and cost effective expenditure and documented control of funds allotted. Conducts financial analysis of building(s) operations and develops input that will be used to assess future capital and operating budgets, including substantive recommendations on the types of projects needed to improve the profitability of a location while maintaining or improving customer satisfaction.

General Qualifications

Applicant must have one year of specialized experience equivalent to the next lower grade, which has equipped the applicant with the particular competencies needed to successfully perform the duties of the position described above.

Specialized experience is defined as experience applying knowledge of facilities maintenance and operations, including quality assurance and evaluation of contractor performance, with emphasis on custodial and grounds maintenance operations; and developing budgets, estimates, and project scopes.

Educational Qualifications

No text available

Requirements

U.S. citizenship is required.

How You Will Be Evaluated

Announcement will be used for both internal and external applicants.

Internal (Status) candidates will be evaluated as follows:

Resumes will be rated by an automated system (Resumix) that matches the competencies extracted from your resume to the competencies identified by the selecting official for the position. Based on the competencies you match, you are placed in one of three categories identified as 90, 80, or 70 pt. quality categories, which are defined as:

90 pt. Category - Tentatively meets (until subsequent confirmation upon referral) the basic qualification requirements identified in the vacancy announcement and has experience in the same or similar job that has demonstrated superior proficiency in the primary requirements of the position.

80 pt. Category - Tentatively meets (until subsequent confirmation upon referral) the basic qualification requirements identified in the vacancy announcement and demonstrates satisfactory proficiency in the primary requirements of the position.

70 pt. Category - Fails to meet criteria described in the 80 pt. category.

Additional application guidance is available in NASA's *Applicant Guide* (http://resume.nasa.gov/applicant_guide.html).

For the purpose of the Career Transition Assistance Program (CTAP) and the Interagency Career Transition Assistance Program (ICTAP), candidates rated in the top quality category are considered well-qualified.

External (Non-Status) candidates will be evaluated as follows:

Same process as Internal (Status) candidates, with the additional procedures related to Veterans:

The Category Rating Process protects the rights of veterans by placing them ahead of non-preference eligibles within each category. Preference eligibles who meet qualification requirements and have a compensable service-connected disability of at least 10 percent must be listed at the top of the highest quality category, except when the position being filled is scientific or professional at the GS-09 grade level or higher.

Benefits

NASA offers excellent benefit programs and competitive salaries. To learn more about pay and benefits at NASA, click *HERE* (<http://nasajobs.nasa.gov/benefits/benefits.htm> target=_blank).

Other Information

Any applicant tentatively selected for this position may be required to undergo a pre-employment background investigation.

Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. See 'How You Will Be Evaluated' for definition of well qualified.

Federal employees seeking CTAP/ICTAP consideration must indicate their eligibility when applying for a position. The USAJOBS resume asks you to identify your ICTAP eligibility; the NASA Supplemental Information asks you to identify your CTAP eligibility. If you are selected for the position, you must be prepared to submit proof that you meet the requirements for CTAP/ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location.

As a condition of employment, male applicants born after December 31, 1959, must certify that they have registered with the Selective Service System, or are exempt from having to do so under the Selective Service Law.

In order to receive preference in hiring, you must clearly identify your claim for veterans preference on your resume. NASA's *Applicant Guide* (https://resume.nasa.gov/applicant_guide.html *target=_blank*) provides the information needed to assist you in determining whether or not you can claim 5 or 10 point veterans preference. You should not submit documents to prove your eligibility for veterans preference at this time. However, you must be prepared to submit proof of veterans preference (DD-214, and, if claiming 10-point preference, SF-15 plus proof required by that form) as requested by the Human Resources Office. Veterans preference will only be considered based on what is supported. For instance, if you claim 10-point preference, but are only able to document 5-point preference, you will be considered accordingly. If you fail to provide the required documents within the stated time period, we may withdraw a job offer and/or remove you from further consideration.

Your USAJOBS account asks you to assign a name to each of your resumes. When you apply to a NASA position, we will show you the text of the resume you have submitted, but we do not maintain the name you have assigned to that resume. If you wish to keep track of that information, we recommend you make note of it at the time you apply.

Qualified NASA term employees who have *term conversion eligibility* (<http://nasapeople.nasa.gov/hclwp/term-appointments.htm> *target=_blank target=_blank*) under the NASA Flexibility Act of 2004 will be referred and considered equally with other NASA permanent employees under internal competitive placement procedures.

Travel and relocation expenses are not authorized.

Current Federal employees must meet time in grade and three months after competitive appointment restrictions by the closing date of the announcement.

How to Apply

This vacancy is being filled through NASA STARS, an automated Staffing and Recruitment System. NASA partners with USAJOBS in providing a seamless application process. Before you begin the application process, please read the vacancy announcement carefully and have all required information available. You may begin the process of submitting your resume by clicking on the 'Apply Online' link.

In order to be considered, you must submit a resume completed on the USAJOBS site. When completing your USAJOBS resume, please remember that NASA limits resumes to the equivalent of approximately SIX typed pages, or approximately 22,000 characters including spaces. You will NOT be allowed to complete the application process if your resume is too long or if your resume was uploaded to USAJobs from a second source. Additionally, NASA does not accept documents attached through USAJobs' document attachment feature.

Once you submit your resume to NASA, you will be asked to complete a short series of additional questions. You must finish the entire process in order to have a complete application package and receive consideration. Your answers will not be saved unless you finish the entire application.

You may edit a previously-submitted application, if the announcement is still open. For more information, see the *Applicant Guide* (https://resume.nasa.gov/applicant_guide.html *target=_blank*).

If you are unable to apply electronically for this position, submit your resume and supplemental questions to: National Aeronautics and Space Administration (NASA), Resume Operations Center, Mailstop: HS50, Marshall Space Flight Center, AL 35812. DO NOT submit your resume directly to the Center advertising this vacancy. Mailed resumes must be received by the close of business on the closing date of the announcement. Hard copy resumes requirements are provided at: *Hard Copy Resume Requirements* (<http://nasajobs.nasa.gov/howtoapply/hardcopyresumes.htm> *target=_blank*).

If you are a first time applicant, we recommend that you review NASA's *Applicant Guide* (https://resume.nasa.gov/applicant_guide.html *target=_blank*) to ensure that you are providing a complete resume. Failure to submit the supplemental data and a resume that contains all of the required information may result in loss of consideration for positions in which you are interested.

All applications must be received no later than midnight Eastern Time on the closing date of the announcement.

Required Documents

NASA's application process has been specifically developed to ensure that we only ask you for the information we absolutely need to evaluate your qualifications and eligibility. In order to apply for this position, you only need to submit your resume and answer the screening questions and supplemental information. No additional documentation is accepted at the time of application. (For example you need not submit narrative 'KSA' statements; they are not required and will not be evaluated.) In this way we allow you to focus on preparing a resume that best describes your background and abilities. For assistance in preparing your resume, consult the *Applicant Guide* (https://resume.nasa.gov/applicant_guide.html *target=_blank*).

Nothing further is required until requested by the Human Resources Office. At that point, we may ask you to submit documentation to support statements made in your resume. For example, we may ask you to provide academic transcripts or proof of Federal employment status. If you are claiming veterans' preference, we may ask you to submit proof of veterans preference (DD-214, and, if claiming 10-point preference, SF-15 plus proof required by that form). If you fail to provide the required documents within the stated time period, we may withdraw a job offer and/or remove you from further consideration.

Contact

Talent Acquisition Office / 301-286-3691 / GSFC-TAO@mail.nasa.gov

What to Expect Next

Candidates for NASA positions are evaluated using our automated staffing and recruitment system, NASA STARS, which compares your skills and experience as described in your resume with the requirements of the position. If you are found to be a highly qualified candidate, you will be referred to the selecting official for further consideration. (In some cases, individuals with priority for special consideration must be considered and selected before other candidates.) Whether or not you are contacted for an interview depends upon the location of the position and the judgment of the selecting official.

At NASA, we pride ourselves on efficient and timely recruitment actions, and you can normally expect to learn the outcome of the selection process in a fairly short period of time. In addition, to ensure that you can measure progress for yourself, NASA provides you with regularly updated information on the status of the vacancy announcement.